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S.C. State Library  
Annual Accountability Report 1994-95

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# The South Carolina State Library

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JAMES B. JOHNSON, JR.  
DIRECTOR

February 29, 1996

Office of State Budget  
Attn.: Donna Capps  
1122 Lady Street, 12th Floor  
Columbia, South Carolina 29201

Dear Ms. Capps:

The State Library's Accountability Report for FY 94-95 is enclosed. It was prepared in Microsoft Word.

Sincerely yours,

James B. Johnson, Jr.  
Director

JBjJr:da

Enclosure

S. C. STATE LIBRARY

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STATE DOCUMENTS

**South Carolina State Library  
Annual Accountability Report  
FY 94-95**

**MISSION:**

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

**PROGRAM:     Library Services**

**PROGRAM GOAL:**

To provide informational services to the people of South Carolina through their libraries, to the General Assembly, and to state government employees by responding to requests for information and developing a collection of library materials.

**PROGRAM OBJECTIVES:**

To increase use of the State Library's collection by state government agencies by 5%. To increase use of the State Library's collection by libraries by 5%. To evaluate newly published materials and add approximately 60,000 items to the collection.

**PERFORMANCE MEASURES:**

***Workload:***

• Number of research questions answered	27,465
• Number of materials loaned to libraries	43,816
• Number of materials loaned to state agencies	51,274
• Number of pages of photocopy supplied	44,507
• Number of books handled by staff	471,120
• Number of items added to collection	41,753

***Efficiency:***

• cost per state government research inquiry	\$7.72
• value of information provided to state government agencies	\$2.73 million
• cost per interlibrary loan transaction	\$4.34
• value of information provided to citizens through their libraries	\$1.9 million

***Outcomes:***

• decrease in service to state government agencies	3.2%
• decrease in interlibrary loan service	4.8%
• increase in items added to the collection	22.5%

**NOTE:** Service indicators for both state government agencies and interlibrary loan decreased. Agency, utilizing total quality management techniques, analyzed state government use and put new procedures in place in July 1995 to better address information needs of state government.

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**PROGRAM:     Library Development**

**PROGRAM GOAL:**

To provide technical assistance and support for the development and improvement of public and institutional library services statewide.

**PROGRAM OBJECTIVES:**

To serve as resource for public and institutional libraries. To administer state and federal grant programs. To provide continuing education opportunities.

**PERFORMANCE MEASURES:**

***Workload:***

• Number of consultations	3,070
• Number of federal grants administered	137 (\$1,380,203)
• Number of state grants	39 (\$3,671,028)
• Number of continuing education opportunities provided	66

***Efficiency:***

• Cost of consultant services per public library user	.066
• Cost of consultant services per institutional library user	.55
• Cost per child joining statewide summer reading program	.23
• Cost to administer grants	\$488.56

***Outcomes:***

• Number participating in continuing education	711
• Number of children participating in summer reading program	51,813
• Number of public library systems receiving federal grants	37
• Number of institutional libraries receiving federal grants	8

**NOTE:** Children's summer reading club participation level was at highest level yet. Number of consultations involved using entire State Library staff, not just those classified as consultants. This "Team State Library" approach has been highly successful.



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**PROGRAM:     Blind and Physically Handicapped**

**PROGRAM GOAL:**

To provide free library services statewide to those individuals unable to read standard print due to a visual or physical handicap.

**PROGRAM OBJECTIVES:**

To increase by 5% the number of new readers registered for service. To increase by 5% the number of items loaned. To increase the use of volunteers by 25%. To respond to requests for information on service in a timely and appropriate manner (speeches, correspondence, tours, exhibits, etc.).

**PERFORMANCE MEASURES:**

***Workload:***

• Number of new readers registered	1,182
• Number of people receiving service	7,243
• Number of items processed for loan	272,213
• Number of volunteers	70
• Number of volunteer hours	2,464
• Number of promotional opportunities	37
• Number of books in the collection	221,729
• Number of books added	35,837
• Number of telephone calls received	15,117
• Number of in house patron visits	1,084
• Number of audio playback equipment in inventory	9,805

***Efficiency:***

• cost per patron served	\$92.26
• cost per item processed for loan	\$0.20
• cost per audio playback inventoried	\$2.65
• value of volunteer hours	\$30,703.00

***Outcomes:***

• decrease in number of new readers	33.2%
• decrease in number of volunteers	5.4%
• decrease in volunteer hours	14.3%
• decrease in promotional opportunities	14%
• increase in items loaned	1%

**NOTE:** Decrease in number of new readers was a result of normal growth. Prior years saw library participating in major public relations blitz, as well as heavy exhibit schedule. While number of volunteer hours decreased, those volunteering their services were more productive. Value of volunteer time was equivalent of two grade 20 FTEs.

SOUTH CAROLINA STATE LIBRARY



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